OK TRUCKS
PRE-OWNED VEHICLES
CERTIFIED BY IVECO

SOLUTIONS TO PROTECT THE VALUE, PERFORMANCE AND PRODUCTIVITY OF YOUR VEHICLE OVER TIME.

# **Tailor-made services** for your pre-owned vehicles.

IVECO ON

www.oktrucks.com

# **Smart** Pack.

This pack is included in Stralis Model Year 2016 vehicles with connectivity box. It provides you with information about your vehicle and driver style through the following services:

- **Smart Report**
- **IVECO ON customer portal and App.**

# **Enhanced connectivity and service**. We take care of everything else.

Our connectivity services, available on Stralis MY2016, enable to be in full control of the truck, allowing you to operate effortlessly and efficiently by maximizing vehicle's uptime, fuel efficiency and Total Cost of Ownership (TCO).

Save money, improve your performance and simplify your work by choosing the solutions that best match to your needs.

## **Premium** Pack.

The Premium services, in addition to providing your vehicle information, guarantee a follow up on the data received by putting you in contact with IVECO experts, who will advise you on the best ways to evaluate and use it. You can choose the modular options you wish to add to your package:

- **Fleet management**
- **Professional fuel advising.**

# **Smart** Pack.

## **Comprehensive vehicle monitoring** based on the information provided by a set of services.

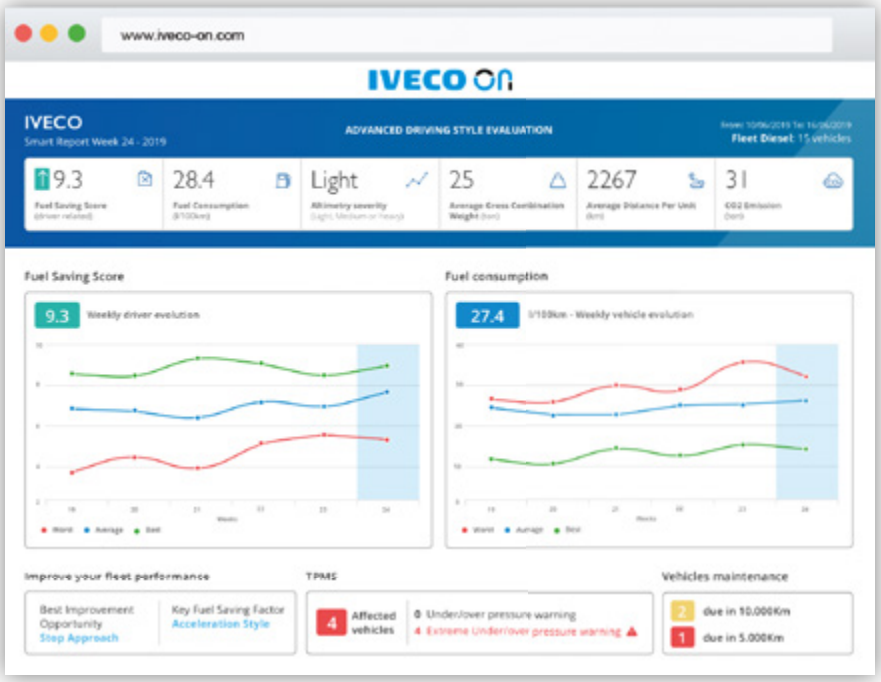
## Smart report.*

The on-board Driving Style Evaluation (DSE) system generates weekly reports that are automatically sent to the Fleet Manager to provide:

- Data on fuel consumption parameters and driver's behavior monitored through the DSE algorithm
- Tyre Pressure Monitoring System
- Tips to improve the driving style for fuel consumption and vehicle optimization

It is possible to display both the overall results of the entire fleet and the details of each vehicle to get a better understanding of how to reduce fuel consumption.

* SMART REPORT available on vehicles with opt. UTP Box + IVECONNECT



# **IVECO ON customer portal**
(including the app).

Through the IVECO ON Customer Portal the Fleet Manager can monitor the vehicle's fuel consumption and the driver's driving style to optimize the fleet's performance.

A host of features help them take the best advantage of the data:

- Dynamic monitoring
- Historic data to make comparisons
- Dedicated tutorials
- Downloadable details by vehicle/driver
- Customer Dashboard for Fleet Fuel Consumption monitoring
- Dedicated vehicle map by mission to check the routes taken

Find out in the Marketplace section which additional services are available for you.

# IVECO ON app.

Google Play and App Store, provides the Fleet Manager and drivers with further information, such as:

- DSE score and comparison
- Fuel consumption trend and comparison
- $CO_2$ emissions
- Gross Combination Weight (GCW) average trend
- Average distance trend
- Mission difficulty score

The drivers' ranking section shows the Fleet drivers' ranking and lists the best, average and worst drivers.
Motivate drivers to be the best! The worst driver action plan is also available to help them improve the score.

IVECO ON

Download on the App Store

GET IT ON Google Play

# **Premium** Pack.

## **On top of your vehicle's information,** you benefit from the consultancy of IVECO experts, who will advise you on how to improve your fleet's performance and efficiency.

Monitor Vehicles, Drivers and Deliveries;
Distribute Dispatch Orders.
Available on MY2016 with UTP box.

## **Fleet management** benefits.

- Improve vehicle visibility with geolocation intelligence
- Increase fleet administration capabilities through insights on driver's workdays (time on site, fuel and battery levels)
- Stay compliant by recording driver's activities (such as rest and driving hours) and downloading the remote tachograph
- Bi-directional messaging
- Receive advanced reports, monitoring the entire fleet and individual drivers
- Connect your team
- Get experts tips on how to improve your fleet performance and driver safety

## **Professional fuel advising**.

IVECO TCO Advisor will contact you quarterly to provide you with face-to-face consultancy and advice on how to reduce fuel consumption, based on the analysis of the technical parameters that have the biggest impact, such as tyre pressure, driver behavior (DSE, idling, speed, cruise control), vehicle malfunctions or, if applicable, the trailer.

| Content / packages | Bronze | Silver | Gold |
|---|---|---|---|
| Positioning & geofencing | • | • | • |
| Fuel consumption & score cards | • | • | • |
| Driver hours | • | • | • |
| Driver App | _ | • | • |
| Planning \ Workflow \ Job orders | _ | _ | • |
| Data through web services | _ | _ | • |
| Vehicle health | _ | • | • |
| DSE & frequent positioning | _ | • | • |
| Remote tachograph download | • | • | • |

# OK TRUCKS TOPCARE

## **Assistance** for drivers and trucks.

Our service packs take care of what matters most. Starting with people's health and safety, through vehicle and load security, and up to complete peace-of-mind for both the driver and the truck.

## **Need help?**
All you have to do is call.

Whenever you need to activate our TOPCARE services, just call our toll-free number 0080048326000. The IVECO Call Center operator, available in all European languages, will guide and support you on the requested assistance activation.

**00800**
48326000

# **The safety of drivers and reliability of their trucks is our 1st priority.** Discover our flexible PACKS tailored according to your needs.

| | Driver care | Driver & truck care | Payment care |
|---|---|---|---|
| Organisation of medical assistance in case of sickness of the driver and parking of the truck | ■ | ■ | ■ |
| Hospitality coverage for transport and accomodation up to 350 EUR (without limitation of incidence) | ■ | ■ | ■ |
| IVECO Call Center activation | ■ | ■ | ■ |
| Coverage of one towage per vehicle per year up to 1,500 EUR | | ■ | ■ |
| Assistance Non Stop Services, Spare Parts, Handling Fee(s), Towage, Transport and Accomodation up to the TOPCARE amount | | | ■ |
| Upon request, Guarantee of Payments exceeding including limits can be organised by 24/7 GmbH | | | ■ |
| Europewide 24/7 coverage* | ■ | ■ | ■ |

* Languages coverage for call center assistance upon Terms & Conditions
Note: in case of medical emergency cases where the driver needs urgent help, we strongly advise to contact the European emergency number 112 directly.

OK TRUCKS TOPCARE

# IVECO Service and Parts Solutions.

# ELEMENTS

LONG LIFE VEHICLES

PERSONALISED SERVICE PLANS

# OK TRUCKS warranty by ELEMENTS.

## **Worry-free travel** benefits.

With the objective of offering customers the best of everything, IVECO has created ELEMENTS: a wide range of tailored service packages, designed to keep your vehicle on the road.

## **Tailor-made warranty for your vehicle** its extreme flexibility makes elements so attractive.

Elements is a specialized high-quality service, that aims to ensure a long life for every vehicle in all sectors. IVECO takes care of your OK TRUCKS vehicle through a customized warranty offer, by combining the "elements" that best fit your needs.

Combine any "element" to create your own tailor-made OK TRUCKS warranty package!

### MAINTENANCE

- Maintenance
- Lubrication
- Oil and fluid changes according to the maintenance and repair handbook

### DRIVE LINE

- Engine
- Fuel injection
- Gearbox
- Propeller shaft and axle repairs

### EXTRA DRIVE LINE

- Components not already covered by the drive line element e.g. Electrical System

### WEAR

- Clutch
- Brake pads
- Brake discs
- Brake drums
- Brake linings for drum brakes

AVAILABLE PACKAGES OFFER

# **The OK TRUCKS warranty** that maximises your vehicle's life.

You can choose the best service levels according to your business needs, knowing that the associated costs are fixed and predictable.

## **The table below summarises** all the possible combinations:

### PLANNED MAINTENANCE CONTRACTS

| | Maintenance | Drive line | Extra drive line | Wear |
|---|---|---|---|---|
| 3XL · LIFE | • | • | • | • |
| 2XL · LIFE | • | • | • | |
| XL · LIFE | • | • | | • |
| L · LIFE | • | • | | |
| M · LIFE | • | | | • |
| S · LIFE | • | | | |

Try the flexible maintenance in order to maximise your maintenance interval with us

### EXTENDED WARRANTY

| | Drive line | Extra drive line |
|---|---|---|
| XTRA XTENDED LIFE | • | • |
| XTENDED LIFE | • | |

Contact your local Dealer to choose the perfect contract tailored to your business.

COVERAGES DETAILS

# Coverages table.

| Components | Name | 3XL | Xtended Life | Xtra Xtended Life |
|---|---|---|---|---|
| Maintenance | Routine servicing of the vehicle in accordance with the service schedules issued by IVECO (M) | • | | |
| Engine | Engine block (DL) | • | • | • |
| | Crankshaft, main and pin bearings, timing gears (DL) | • | • | • |
| | Turbo-charger (DL) | • | • | • |
| | Complete water pump assembly (DL) | • | • | • |
| | Oil pump (DL) | • | • | • |
| | Cylinder head and gasket (DL) | • | • | • |
| | Camshaft (DL) | • | • | • |
| | Valves and valve seats (DL) | • | • | • |
| | Pistons and piston rings (DL) | • | • | • |
| | Tappets and rocker arms (DL) | • | • | • |
| | Cylinder liners (DL) | • | • | • |
| | Fan hub and bearings(DL) | • | • | • |
| | Flywheel (DL) | • | • | • |
| | Carter Gasket (DL) | • | • | • |
| | Exhaust brake (EDL) | • | | • |
| Gearbox | Gearbox casing (DL) | • | • | • |
| | Gears (DL) | • | • | • |
| | Shaft bearings (DL) | • | • | • |
| | Selector forks and rods (DL) | • | • | • |
| | Bearings (DL) | • | • | • |
| | Synchros (DL) | • | • | • |
| | Electronic Control Units (DL) | • | • | • |
| | Hydraulic retarder (DL) | • | • | • |
| Axles | Drive axles (DL) | • | • | • |
| | Differential casing (DL) | • | • | • |
| | Pinion and bevel gear (DL) | • | • | • |
| | Differential gears (DL) | • | • | • |
| | Bearings (DL) | • | • | • |
| | Half-shafts (DL) | • | • | • |
| | Torque transfer unit (DL) | • | • | • |
| | Hub gears (DL) | • | • | • |
| Transmission | Transmission shaft (DL) | • | • | • |
| | Universal joint (DL) | • | • | • |
| | Central bearing (DL) | • | • | • |
| | Electronic retarder (EDL) | • | | • |
| Fuel injection System | Injection pump (DL) | • | • | • |
| | Injection timing controller (DL) | • | • | • |
| | Injectors (DL) | • | • | • |

| Components | Name | 3XL | Xtended Life | Xtra Xtended Life |
|---|---|---|---|---|
| Braking system | Dryer unit (EDL) | • | | • |
| | Brake cylinder (EDL) | • | | • |
| | Brake calliper (EDL) | • | | • |
| | Brake valve (EDL) | • | | • |
| | Brake hoses (EDL) | • | | • |
| | Shoes and brake pads (W) | • | | |
| | Brake disc (W) | • | | |
| | Drum (W) | • | | |
| Clutch | Servo / Clutch Master Cylinder (EDL) | • | | • |
| | Driven plate, Clutch pressure plate (W) | • | | |
| PTO | PTO Multipower (EDL) | • | | • |
| Chassis / Suspension / Steering | Steering Pump and Electronic Control Unit (EDL) | • | | • |
| | Joints (EDL) | • | | • |
| | Cross and side members (EDL) | • | | • |
| | Pins and bushes (EDL) | • | | • |
| | Leaf Spring (EDL) | • | | • |
| | Air suspension sensors and levelling valves (EDL) | • | | • |
| | Air bellows (EDL) | • | | • |
| | Shock Absorbers (chassis) (EDL) | • | | • |
| | Leaf Springs Suspension (EDL) | • | | • |
| | Bearings (EDL) | • | | • |
| Exhaust System | Securing Screws, collars, clamps, connectors (EDL) | • | CHECKED CERTIFIED IVECO | • |
| | Silencer (EDL) | • | CHECKED CERTIFIED IVECO | • |
| | AdBlue system (EDL) | • | CHECKED CERTIFIED IVECO | • |
| | Exhaust pipe (EDL) | • | CHECKED CERTIFIED IVECO | • |
| | AdBlue valve (EDL) | • | CHECKED CERTIFIED IVECO | • |
| | Exhaust system brackets and fixation (EDL) | • | CHECKED CERTIFIED IVECO | • |
| Electric system | GPS, Radio, IVECONNECT (EDL) | • | | • |
| Other equipment | Electronic Control Units (EDL) | • | | • |
| | Electric motors (window regulator, mirrors) (EDL) | • | | • |
| | Heater and air conditioner equipment (EDL) | • | | • |
| | Additional heater (EDL) | • | | • |
| | Connectors and bands (EDL) | • | | • |
| | Dashboard (EDL) | • | | • |
| Fuel injection System | Injection pump (DL) | • | | • |
| | Injection timing controller (DL) | • | | • |
| | Injectors (DL) | • | | • |
| | Hoses and pipes (EDL) | • | | • |
| | Radiator and pipes (EDL) | • | | • |
| | Accelerator/accelerator pedal (EDL) | • | | • |
| | Shock absorbers (Cabin suspension) (EDL) | • | | • |
| | Air compressor (EDL) | • | | • |
| | Fuel pump (EDL) | • | | • |
| | Exhaust manifold | • | | • |
| | Alternator/Starter motor (EDL) | • | | • |
| | Intercooler/Water radiator/Oil radiator/Air radiator (EDL) | • | | • |
| | Tachograph (EDL) | • | | • |
| | Shift lever (EDL) | • | | • |
| Legal inspections | MOT & Annual Inspection | • | | |
| | Tachograph calibration | • | | |
| | Advisor | • | | |

Check the coverages table to find out what is included in each package.
Legend - (DL): Driveline, (EDL): Extra Driveline, (M): Maintenance, (W): Wear

# Additional coverage.

**The packages have been further personalised** with specific additional coverages in order to best meet your need.

| Components | 3XL | Xtended Life | Xtra Xtended Life |
|---|---|---|---|
| Ans 24h call out & services | • | • | • |
| Ans 24h - towing | • | • | • |
| Battery | • | • | • |
| Tachograph calibration | • | • | • |
| Engine oil top up | • | • | • |
| Light bulbs | • | • | • |
| Ministry pmi / safety inspections | • | • | • |
| Mot & annual inspection | • | • | • |
| Advisor 2 | • | • | • |
| Mot daily 3.5T or less | • | • | • |
| Wiper blades | • | • | • |

# **Your business** never stops.

IVECO | Genuine Parts
HIGH PERFORMANCE

**IVECO Genuine Parts** represent the best guarantee of **safeguarding the value** over time, **protecting from unplanned downtime**, ensuring safety for people and goods. IVECO also offers the widest range of new and remanufactured components, servicing kits and telematics solutions, suitable for every stage of the new IVECO S-WAY's lifecycle. IVECO operates a network of 6 parts depots across Europe, covering over 335,000 sqm, managing 400,000 part numbers and guaranteeing 24/7 parts delivery.

IVECO
0080048326000
Assistance Non-Stop

IVECO Non Stop

The **IVECO Assistance Non-Stop** answers 24 hours a day, 7 days a week, providing assistance in 36 European countries to help Customers keep their vehicles on the road. In case of breakdown it can be reached through a phone call, using the IVECO Non-Stop App, using the telematic system on board.
The **IVECO Non-Stop App** can also be used to book in advance a repair work for your vehicle, not just in case of urgency. You can select the time window and the location and the App will give you a confirmation of the booking.

## **Always** by your side.
## Our technicians, your partners.

IVECO technicians are always ready to take care of your vehicle, with the unrivalled skill and expertise gained from working on IVECO vehicles every day. They use the same IVECO diagnostic instruments as the ones used to test the vehicles. Thanks to Teleservices, E.A.S.Y. and its accessories, remote assistance operations can be carried out with total effectiveness.

IVECO SERVICE

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